

FCC compliance report from IGONET
2315 Aaron Street, Port Charlotte, Florida, USA 33952
Submitted by Sabrina Fridenberg
August 10, 2005

On July 14th and 15th, 2005, all IGONET customers were notified of the requirement for registering for E911 service. The customers were directed to go to www.myaccount.igonet.com where they would automatically 'click through' the registration process. All customers received a personal phone call, as well, notifying them of the registration requirement and the processing methodology, as well as offering assistance in the process. These phone calls were placed the week following the e-mail announcement.

As of this date (August 10th), IGONET has 47 service customers. One of these 47 had his service cancelled, because in performing the click through acceptance process, he accidentally hit the 'decline' button, instead of the accept, and immediately after called our office to say "What next?" It was too late, his service was immediately cut off. We are now trying to arrange to give him a second chance, but second chances weren't built into the original design.

To date, 45 of the 47 IGONET customers have appropriately registered for the e911 service. One of the 47 was cut off from service (mentioned in above paragraph) and we have one more person to step through the process (a new customer). Both this customer and the one we inadvertently lost, will be recovered and registered by August 30th. We are currently at 95% affirmation, and the other two represent the 5% gap that we will close by month end. We anticipate 0% in the category of 'non response' or 'non compliance' as we have a dedicated project manager assigned to ensuring 100% affirmation.

The stickers for the telephones, along with instructions, were mailed to all customers between July 30th and August 10th.

There are 0% of the IGONET customers who did not receive notification. There are 0% of the IGONET customers who did not receive labels for their phones. We anticipate 0% breakage. Again, the project manager is calling and following up on this personally with each customer.

Since IGONET only has two customers that have not yet provided affirmation, the Project Manager is calling them and working with them to ensure completion by end of August (not difficult, there's only two).

The e911 Project Manager (Sabrina Fridenberg) has been reviewing the list daily, as she has administrative access into the service network and can see who has and hasn't responded at any given time, with real time reports provided by RNK.

Any customers who come on service after August 1, 2005, are required to register and affirm or service is denied.

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